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ABSTRACT

These four collections of essays are the work of adult participants in the Workforce Instructional Network (WIN), a National Workplace Literacy Project. The authors are workers who participated in classes for reading/writing improvement and business writing and clerical skills. The finished pieces resulted from the following: group discussion of the writing process; individual work on writing stories, informative pieces, and opinions; and collaborative work on revision and editing. The two volumes created by two Reading/Writing Improvement classes, "Looking Back on Our Memories and Looking Forward to Our Education" and "Putting Our Skills Back to Work," are collections that emphasize childhood memories, current applications, and future dreams of education. "Looking Back on Our Memories and Looking Forward to Our Education" contains nine essays in two chapters: Childhood and Family Stories and Education Is Not Just for Kids. "Putting Our Skills Back to Work" contains 12 essays on using skills on the job. The two volumes created by two Business Writing and Clerical Skills classes, "Reaching Out to the Business World" and "Second Chance to Win," are writings that explore job opportunities, job search strategies, and uses for computers. "Second Chance to Win" has 12 writings in three areas: Using Computers in Different Fields, Working as a Secretary, and Job Hunting. "Reaching Out in the Business World" contains nine essays, the majority of which are summaries of job shadowing. (YLB)

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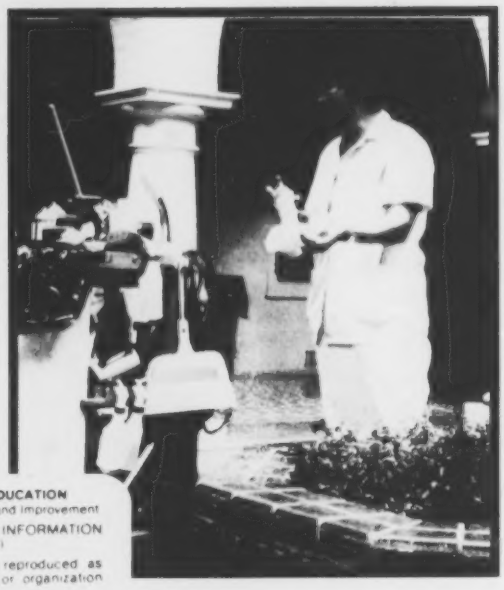
Student Voices:

Writings from the Workforce Instructional Network



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Workforce Instructional Network

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Student Voices:
Writings from the Workforce Instructional Network

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Workforce Instructional Network
Center for Initiatives in Education
School of Education
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1992

Foreword

The following collections of essays were created by adult participants of WIN, the Workforce Instructional Network. WIN is a National Workplace Literacy Demonstration Project funded by the United States Department of Education housed in the Center for Initiatives in Education at Southwest Texas State University. This partnership between the university, the Greater San Marcos Chamber of Commerce, and the Hispanic Chamber of Comerce is designed to meet the literacy training needs of small businesses in San Marcos, Texas. WIN seeks to demonstrate to other communities, educational institutions, and employers that an educated workforce is the critical advantage in an increasingly competitive economy.

The development of WIN programs is a participatory process that involves input from workers, supervisors, management, educators and students in both planning and evaluation. The curriculm is designed by this network of people working together to create a class from which everyone benefits. Instruction is designed to better prepare targeted workers for the literacy demands of their jobs and to prepare participants for job advancement. A more detailed explanation of the development of the classes in which these collections were created is available in the publication, Creating Custodial Classes: An Instructional Program Guide for Custodial Workers.

The workers who created these collections participated in classes for *Reading/Writing Improvement* and *Business Writing and Clerical Skills*. The finished pieces are the result of group discussion of the writing process; individual work on writing stories, informative pieces, and opinions; and collaborative work on revision and editing. WIN's participatory approach to learning was in full force in these classes. Students were able to teach in areas they felt strong and be taught by fellow classmates in areas they needed help.

The reading and writing process began by the class choosing a reading or research topic of common interest. The instructor brought in a current text on the designated topic, and from a joint exploration of this text, the class brainstormed writing and research ideas. The students were completely free to choose their own style, audience, and subject. To enhance the cohesion of the group, the Reading/Writing Improvement classes decided to stick to one basic writing topic from which each student could branch out. The Business Writing and Clerical Skills classes chose different aspects of commón questions such as job advancement opportunities or uses for computers as focus concerns for group research and writing projects. Once ideas were formulated by each student on his or her subject, organizational techniques were discussed and applied. A first draft was started, and the papers began to take form. The students spent weeks on the revision of their papers, using the other students in the class as proofreaders and for content suggestions.

The results of their collaboration form four separate volumes, gathered here for ease of reference. Two Reading/Writing Improvement classes created Looking Back on our Memories and Looking Forward to our Education and Putting Our Skills Back to Work, collections which emphasize childhood memories, current applications, and future dreams of education. Two Business Writing and Clerical Skills classes created Reaching Out to the Business World and Second Chance to Win, writings which explore job opportunities, job search strategies, and uses for computers.

The following pages demonstrate what can happen when adult learners cooperate to reach comon goals, when adult educators facilitate rather than "teach," and when all of us understand that lifelong learning is an essential element of work.

Margaret Johnson, Instructor
Erma Thomas, Assistant Instructor
Pamela McBride, Instructor and Instructional Coordinator
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Looking Back on our Memories and Looking Forward to our Education

Dedication

To our families for giving us support and strength

To Margaret Johnson for being a caring and patient teacher

and
To the Physical Plant, especially Verneda Harris, for giving us the opportunity to attend these classes

Childhood and Family Stories

My Childhood Memories

When I first started the first grade I didn't know a word of English. I didn't have the faintest idea what the teachers were talking about. I was totally lost. By the 3rd grade, I began to pick up some English. But not good enough. I can still remember the 3rd grade teacher yelling at me, "Lupe, you don't understand what sentences mean." I was bewildered, confused, humiliated, and embarrassed.

To begin with, I was painfully shy and reserved child. When some of our relatives visited our home, I used to run and hide. Can you imagine what it used to be like, to be that shy and reserved and to have to attend school with a bunch of strangers who spoke a completely different language.

Fortunately I began to develop a liking for reading. My dad was a share cropper. As a youngster I remember my dad bringing the San Antonio Light newspaper. He never bought it. After the farmer finished reading the newspaper, as soon as my dad got off work he'd give my dad the paper. My brother and I would always read the comics. I still remember reading those comic characters. I looked forward to reading Manrake, Dagwood Lil'Abner, and so many other comic characters.

As time went on by, I improved my reading. I then progressed to the front page news, and the sports page.

Because I never had much formal schooling, I am convinced that if it hadn't been for the fact that I enjoy reading I probably would've been a totally illiterate person. Thank God I develop a liking for reading. It open up a whole new world to me. It brought joy and laughter into my life. It also made me aware of the world around me.

As a youngster we used to do many things for entertainment, amusement, and to have fun. We never had toys. We made our own toys. I'd remember on days after it had rained, I'd go outside and make little animals out of mud. Like pigs, horses, cows, things of that nature. On sunny days I would play marbles for hours and hours. Sometimes I'd played cowboys and indians. I'd grab a long wooden stick, pretending it was a horse, and I'd be off and running. Sometimes with that same stick, I'd throw a small rock into the air and tried to hit it, thinking I was a baseball player.

Those childhood days were indeed painful years. Not once, was I ever promoted, I was always assigned into the next grade. I stayed 2 years in first, and 2 years in the third grade. I couldn't stay in one grade forever, so the teacher just kept assigning me into the next grade. When I left school I was 17 years old and I was in the eighth grade.

It wasn't easy but I survived my school years. At least I learned to read and write. But I think I learned more after I left school, because then I got interested in books. I read all kinds of books. History, Religion, U.F.O. information, mostly non-fiction books. Also with the help of my dad I taught my self to read and write Spanish. I guess you can say that I was self educated.

I will end this story by asking myself some questions. Am I angry? Am I resentful? Bitter? Maybe just a little bit angry. I wouldn't be human if I didn't feel something. It is normal to feel some sort of indignation. But I can't live in the past. Life must go on. I believe all these adversities prepare me well for the battles ahead.

Today I'm a useful citizen of my community. Along the way, I gave my life to Christ, and became a Catholic deacon here in my home town of

Lockhart. I visit the county jail once a week. I preach to the inmates about Jesus.

Jesus made a difference in my life. There's no doubt in my mind that if it hadn't been for the fact that I found Christ, I would had been one, angry Chicano! Full of hate! I thank God that there's no hate in my heart.

Today, I just pray that I will be able to contribute to society the best of my abilities that God has given me.

by Guadalupe Aguilar

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We Were so Young
When We Started Our Family

We were both in High School when we quit to get married and started a family. Life was hard at first because we were going to have our first baby. We were living with his parents with our first baby. My husband was so proud and happy his first baby was a boy. We named him Jose Roberto Jr.

We lived with his parents for about ten months. Then we moved to our first Apartment at Allen Wood Homes it was a one bedroom Apartment.

Then ten months later we had our second baby. She was very pretty and she weighed 9 pounds. We named her Anita Maria. I loved buying her clothes.

As our kids got older I started working to help my husband with our bills. As our family grew we moved to a bigger Apartment at Allen Wood Homes it was a two bedroom Apartment. As our kids grew we put them in school at age three. They went to Headstart a preschool in San Marcos. It helped us a lot because my my husband and I worked. I thank all the Headstart staff for all the help they gave my kids and us.

Then four years later our family grew again. We had a very cute baby with very light hair everyone says if he's really mine. His name is Ricardo Jaime he also went to Headstart. All of my kids were Superstars in school. We would always go eat with them in school and I would take pictures at school. I remember when me and Ricardo went to San Antonio to the zoo. We took lots of pictures that day.

As we all grew we've been having lots of fun together. My family is very important to me. I like seeing them grow. We moved again to a three bedroom apartment in Allen Wood Homes.

I quit my first job to go work at South west Texas as a custodial I made a little more money and it helped us as our family grew. I like my job at South West Texas because I have lots more friends.

My husband and I are doing find we are both working and make a little more money together. So we moved out from the Allen Wood Homes. We are now renting a trailer. We like it better because we have more privacy and our own yard. And my mother-in-law lives close by so my kids go there after school everyday and we know they aren't alone when we are both working.

Now that we are both working we take our vacations together. We have taken a vacation just last year in June 1991 to Port Aransas, Texas. It was one of the things that I thought would never happen in my life. We will never forget the best time we had together as a family.

On the way to Port Aransas, Texas we stopped to buy sleeping bags for everyone and food and other things, it was fun. We loved going on the ferry to the other side of the Ocean. We saw jelly fishes, dolphins, crabs, and seagulls. I took five rolls of film and I had to buy more.

We camped out the first day and that night we all went for a walk on the sand and wrote our names on it and made a castle. The kids had lots of fun that night.

The next day we woke up and we saw the sun rise, we saw the seagulls above us and we heard the ocean. That day we went fishing and swimming and sightseeing and we went to buy souvenirs for our family. We and the kids got t-shirts that say Port Aransas, Texas. That night we

stayed at a motel named Paradise Isle and we got in the swimming pool that night we played games in the water. We had a beach ball. The kids didn't want to get out that night. They were having to much fun.

We didn't want to go home at all we loved it and we had so much fun. We all want to go back soon. Whenever we feel sad we just think about our trip and it brings a smile and makes us fell better and happy.

My family is very important. I have lots and lots of pictures of things we have done in our lifes. As we have grown we will have them to remind us of all the good times we have shared together. My husband Jose Ruben, my three kids Jose Roberto, Anita Maria, Ricardo Jaime.

I Thank You Lord for my family.

by Virginia Bravo

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My Childhood

I remember when I was a child I used to live with my grandparents in a big house in the farm between San Marcos and Kyle Texas. They were so nice to me. They raised me in a good manner, but they never sent me to school. They only sent me two years, but I don't remember which years they were because we used to go to other states to work in the fields.

Since all that time I didn't know and care about education. Then I got married at the age of 17 years. I still didn't care nothing about learning until now that I'm old. Now it's hard for me to learn and besides that I'm a hardheaded person.

It takes too much time to learn. But now I'm never going to give up. I'm going to keep going to school until I get the G.E.D. no matter how old I am, as long as I learn English.

by Mary DeLeon

Memories of School in Childhood

I started school when I was five years old. The teacher asked my mother if I knew how to read or speak English. My mother said to the teacher that I knew how to read. Then the teacher gave me a book about Dick and Jane. I started reading it until I finished all the book and the teacher was surprised.

In those days my mother said that schools were divided. white people had their own school, blacks had their own, and Mexicans had their own.

Around my house we use to speak Spanish and a few words in English. My mother knew how to speak both languages. When time past by my father learned some words in English and understood better.

In our family there were five girls. We didn't have any brothers, so we had to help my father work in the fields. When I was in the sixth grade I dropped out of school. My sisters and I dropped out of school every year. We went to school about three months out of a year. Every year the teachers pass us to another grade until we get to the eighth grade. Then it was time for us to go to High school in San Marcos. I was sixteen years old and I stop going to school. Because I needed to help my father work in the fields.

by Tillie Parra

Education is not just for kids

Self Educated Man

My name is Guadalupe Aguilar. I'm a forty six year old Mexican-American male. I'm married and I have an eighteen year old son.

I come from a large family. My parents are still alive. I have three brothers and six sisters. I'm the oldest of the family. A brother and a sister died as infants.

I reside in Lockhart, approximately thirty miles south of Austin the capital of Texas. My home town is famous for it's barbeque and sausage. People come from all over Texas and out of state to eat at Kruz Market.

As a child and as a young man growing up in this town some of the things that I remember most are working in the fields, picking cotton, hoeing, and picking corn.

Very vividly, I remember those hot summer months. As we went about doing our work, hoeing cotton, a rain cloud would form in the horizon. Always I'd say to my self, "come on this way rain cloud, I need a rest from this hot sun." Most of the time the rain cloud would just go the other way.

But as hot as those summer months were, and it gets hot in Texas, I rather be working in the hot sun than attending school. School was a very bad experience for me. I couldn't speak a word of English when I first started the first grade. I remember standing with my dad, outside the third grade class, crying, not wanting to go inside the class room. You would think that by the third grade a child would be used to attending school, but I wasn't. I didn't learn English until maybe the third or fourth grade.

By the time I left school I was seventeen years old and I was in the eighth grade. I had learned practically nothing.

Fortunately I developed a liking for reading. I started by reading newspaper comics. Then I progressed to the front page and the sports page.

Ironically, I think I learned more after I left school, because then I got interested in books. Books fascinated me. It opened a new world to me. I never been too far away from home, That's why I especially like to read about far away places. I also like to read about history, religion, and U.F.O. information.

It wasn't easy learning to read. Many times I'd come across a word

that I couldn't understand. By taking my time and concentrating on the sentence and the whole paragraph I could figure out what the word meant. Sometimes I'd use a Dictionary or ask somebody what that particular word meant.

I learned to read because I enjoy reading. It was precisely that enjoyment of reading that kept me from being illiterate.

As the years went on by, I read more books. Consequently I improved my vocabulary. But I know I still have much to learn. That's why today I attend a reading class at my place of employment, Southwest Texas University, Grounds Dept, in San Marcos, Texas.

Even though I can read efficient enough, I have difficulty writing. That's why I attend this class to learn to write with more proficiency.

My goal is to some day attend college classes at my place of employment. I dare to dream that some day I could obtain a college degree.

by Guadalupe Aguilar

To the Editor:

I would like to tell everyone to stay in school that dropping out of school can hurt you later. When you are looking for a job it will be hard because most of all the jobs now want you to have a diploma or a G.E.D. Many jobs need reading skills. Reading skills are very important. Reading at home to your kids and helping them with their home work is very important too.

My husband and I dropped out of school thirteen years ago. We got married and had a family. We were both so young, and we didn't know what we were getting our self into? Now we know that having a diploma can help you get a better job. I hope everyone can read this and think about your life because your life is very important to you.

If you are a person who has already dropped out of school you should think about going back. I work at South West Texas as a custodian. I am in a program called WIN (Workforce Instructional Network) (512 245-8142). We can go to school during our working hours for about three hours a week to get the education we all need. They are classes for G.E.D. , Reading Improvement and other types of improvement.

My family is very proud of me for trying. They help me by giving me time for my self to study. I am working on my reading improvement, and next I am going to try my very best to get my G.E.D.

Don't be embarrassed or afraid to get the help. If you don't have a program at work ask your manager to try to get a program started. Because it will help your home life and your job. You can also go to the San Marcos Public Library (310 W Hutchison) (392-8124). There's people that like helping you with improving your reading, writing, spelling, and language, and with this help you can get your G.E.D. and other improvements.

I wish you the best of luck I know that if you try your best I know you can be a winner. Stay in school and you will be the best there is.

Sincerely,

Mrs. Virginia Bravo

Hello My Name is Mary DeLeon.

I am married and I have four children. I have been married for 31 years. I have been living in the United States all my life. I started to work at South West Texas State University on August 2, 1971 as a custodian with no education only 2 years of school.

In the year of 1988, in my workplace they started a new program of the ESL classes. I signed my name to attend. I went for a while then I stopped going to the class. The reason I stopped is because the teacher told me to write a journal. At that time I didn't even know what a journal meant. Then for that reason I never went back. But still I wanted to learn, so I went back again.

Now I thank the Lord for my improvement. I have improved my English and my writing. Now I have more confidence to speak up, and it's easier for me to explain what I want and what I feel. I wrote this letter on this date February.19, 1992.

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Attention to all those people that didn't finish school.

I'm a woman of 50 years of age and I attend Adult classes because in my childhood I just went to the second grade. I realize now that it was not enough. That's why I still continue taking these classes for better improvement.

I encourage those who did not finish school, especially to the younsters. If you are still in school please stay there until you finish because education is very important. Without education it's very hard to find a good job.

But if you want to attend Adult classes for better improvement, just go to the public Library (392-8124), or you can also go to the San Marcos High School (396-8800), or to the Physical Plant at SWT (245-8142). They have very nice tutors there. They are willing to help you with anything.

by Mary DeLeon

To the physical plant coworkers at S.W.T.

The reason I am writing this letter is because I would like you all to attend classes at S.W.T. Reading Improvement program. It's a very educational program. It helped me a lot especially in writing letters and notes to my son's teachers at school. There are four people in that class and we are learning. Our teacher is a very nice young lady. She helps us a lot in class. Her name is Margaret.

You all should know how important it is to learn how to read and write. That way you all can help yourselves and your children. Reading and writing opens your mind. It also will help you all to find better jobs. The more we read and write the more we learn.

I myself encourage you all to attend classes. It is very helpful to us to have a better understanding of what we are doing in life. It also helps us in our work area, because we can read the labels of chemicals that we use, read memos and other things that we have to read. Start coming to class next semester and we all can work together and enjoy this class.

Sincerely,

Tillie Parra

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Putting Our Skills Back to Work

Going back to School

I dropped out of School when I was fifteen years old, the reason I dropped out was because I was one and half years behind in school because when I was nine years old my Mother died, I was pullout of school to take care of my sibling's, and cook and clean house. I went to back to school but dropped out again at the end of eight grade, got married.

I am now going back to school to learn how to read, write and math at a program call Win, I enjoyed the class and the teachers are very helpful I am learning more in class and to read more clearly, so I can help my youngest son with his school work

I am going to take a pratice GED test and then the real test. If I don't pase it I will go to night classes to get my GED and have my dream come true.

With the GED I will do better at my job or get a better job where I will more reading and writing and work with numbers and try to operate a computer. This is my dream and I hope I can make it come true. I would like for my kids and everybody who have quite school to go back to better your self's

Sincerely
Mrs. Anita Aguirre

Working

Doing the best job

I start to work in the school at 11:00 A.M every day during school season and I work until 7:00 P.M. I like where I am at in the band hall and Child Developing Center, but I seem to be getting to work just in time or a few minutes late. I will try harder to get to work a little early.

When I get to work I start by checking the restrooms and pick up any paper that are on the floor and cleaning the glass doors and windows. I like to keep the buldings clean for the students and the teachers. the teachers are nice and very helpful. That why I try to do the best job I can.

I like helping the others if I finish early, but sometimes I get in trouble because we are not allow to be in the buldings. So I stay in my building and do what ever extra there is to do like speed buffing.

I like working here at the school by myself because they don't rush me, but it is nice working in groups. I plan my own working conditions. I do what I can while there is a class going on and then after it finishes I go in and clean the classroom. I don't like to go in to the office when the teachers are there, but if I have to go in when they are there they don't bother me.

We all work late during school season and we all work by ourself and we have to finish by the time it is time to quite. In the

summer when school is out we all work together it is harder work, but it is more like fun we talk and help each other do all kinds of work but this is work

Anita Aguirre

My name is Tony Aguirre

I stared school here at Kyle I walk everyday to school with some of my friends I enjoy going to school enjoy reading and spelling and playing to. It was as old school three room Only mexian we were seperate.

I also work in the field picking cotton and hoeing cotton and I also haul hay some tims work for 75 cents a hour from sun up to sun down but I enjoy it cause it help me learn to drive tractor. Also work as a cowboy in a ranch at Buda Tx

I only went to school two or three month a year cause I had to work and had to go to West Texas but I enjoy it to.

Now I work at Kyle elemty schoool as a Caustidon and I am going to school to learn and get my Ged and do a better job at Hays ISD School I like to go to classes with my friends and learn more.

I would like to get my Ged so I can read and spell better and help me communicate with people better.

Head Custodian

As a head custodian first thing I have to do open up the school and then I have to help the children cross the street every morning five days a week.

And then I have to see the other custodians do ther work. See if every thing is done right. Also check the bathroom everyday at 10 oclock. Also sweep the side walk to. At the same time check the bulding around.

Then help at the cafeteria in the morning, mop floors. Also at dinner time from 10:30 to 2:00 o'clock we clean the place and mop floors so it be ready next day.

To be a Head Custodian it take a lot of work cause its a big responsititable. Cause I have to check everything and also bring supplies for the custodians. I need to help the custodian in every way I can.

This is what a Head Custodian do daily. Some times I have to stay late to. All so every morning I have to put up the flags.

Tony R. Aguirre

School Drop Out VS. High School Graduate

When asking myself, what is a school drop out. The Webster's Dictionary says; It is a pupil who stops before completing the full course of study. When asking myself, what is a school-graduate, the Webster's Dictionary says; It is a pupil who has completed a set course of study at school and received a diploma.

I asked myself, which category do I fit in. Yes, I am a school drop-out. I attended school until my 10th grade, for the second time around one month before school was out on the year of 1970 I dropped out of school. At the time I didn't think of the need of math and the modern techniques of the future.

I married my husband. He was a senior in high school at the time and later he became a graduate of Jack C. Hays High School in 1972.

That's when I was never forgotten how important education was going to mean to me. Never did I think that it was going to be up to me to teach my children the A,B,C's and the 1,2,3,'s. Yes I had five children and I was only help to them during their elementary school years. When they reached Middle School, and High School. I was of no help.

Then my graduated husband took over. I was left out of the close ties of helping with my children's education.

During that time all I knew was to be a mother, clean house, wash, and iron and also cook. I had no outside-of-the-home job experience.

At the age of 22 I got my driver's license. As years went by our children grew up and we bought a van since a family of seven had out grown our car. Being a driver of van. My husband encouraged me that I could be a bus-driver. And sure enough the encouragement was great. It worked, I became a school bus driver for Hays Consolidated Independent School District. I have been driving for four years and still enjoying it.

Even though I can't go back to school to get a diploma at the age of 39 years old and I'm going to prove the school drop-out that quit school in 1970 that I still have a chance for my education and that is I am going to get my G.E.D. and prove to myself and others that it's never to late to re-educate yourselves. Even though G.E.D. stands for: General Educational Development. But I can say it was a Good Effort Done.

Janie Garcia

My Greatest Job of All

My name is Janie Garcia, I drive a school bus for Hays Independent School District. I have been driving for four years.

My duty is to inspect the bus every time before I drive away from the bus barn transportation department.

Looking under the hood, we check the water, belts, oil, transmission fluid and making sure they are all in good shape and in good fluid levels.

When turning on the bus, we need to listen for unfamiliar noises. And making sure the sound of the motor is working smoothly.

Inside the bus we inspect our light switches. We check all the flashers as to our four way flasher, unloading, and loading are working properly. The clearance lights, signal lights, stop lights, and hi and low beams, head lights, we also check to see they are working properly and that no bulbs have been burned out or have a short on them.

Walking around the bus we inspect underneath, looking out for cracked bars or leaking oils and making sure the tail pipe is clear. Checking the tires that they are not flat, loose bolts on the rim, rips and possibly air bubbles, and the such. Making sure no grease is leaking out of the bolts of the tires.

My job is driving safely. I pick up children at their home in the early hours of the morning. I take them to school as safe as possible. When school is out, I pick them up at school and drive them home in the afternoon when school is out. Since I carry such a

precious cargo of children it is my responsibility to see to it that that bus that is given to me to drive. It is in good running condition.

Finally, getting a start off on our route. It's a need to try our very best to take off the same time every morning. So we can be at our first stop the same time every day. Parents expect us to be there the same time all the time. There are times when we do have bus problems and can't be helped. But it's good when we bus drivers can be puntual.

We try to greet our students with a smile. We are the next person they see after leaving their front door, we're the last one they see when getting off at school, we're the one's they see when they go home. So we need to make them feel comfortable. And hoping we have left a good expression to them.

Our students are given assignment seats. So as when we are driving not to many problems occur. Our job is to get them to school and home safely. We need to be aware of what they are doing, aware of the traffic and be alert at all times. Being alert is respecting signs and street lights, railroad tracks. So to keep every thing in its perspective We do ask our students to stay seated down on their seats, keep their feet out of the aisle, and most of all keep their hands to themselves. Some students can be pretty loud. But we do need to consider they are just being kids. Some of us who are mothers should know, what kid isn't loud.

But if every thing goes good and fine then they are unloaded at school. If we do have any problem with any students. At this time they are to be taken care of by the principal when we turn in a student ridership report.

As for myself, I do try to do my best. I enjoy my job. And I am very glad I had an opportunity to be a bus driver for my school district. The route I have now is a route that has always been a pleasure to me to have for the reason that I can say, I have very respectful youngsters on my route and I wouldn't trade my route. It has been some experience.

Story given by Janie Garcia

Parenting

I was born to a family of 8. four boys 4 girls. My Dad use to plant cotton onces it was pick up and sold. He would buy us clothes, and shoes for all of us. Back in those days people didn't earn much, but things weren't as expensive as today. Growing up in those days was fun. There wasn't so much crime and drugs, as now a days.

Some people would say Parenting is easy when you have two parents to help with the responsibility of a family. However in some cases there is only one parent such as I. I have two children who are at each other throats all day long. I have to control them even though they drive me up the wall.

They listen to me most of the time but I manage. I have a son and a daughter. They are 6 years apart. So my son is very helpful to me. All in all I think I done a pertty good job raising them as me being two parents. I been told that I done a good job with my kids and that makes me proud of my self.

Therefore I like to thank my parents for a job well done raising up my brothers and sisters my self as well. We are a very close and united family.

I love my parents and I thank them from the bottom of my heart.

Shirley Garza

This is my essay

I started school in QueensBurg. I attended kindergarten, when I was put in third grade, I felt like a dummy Because I was put in a class away, from other kids. That could learn faster and better than I could. And also they called us dummy and retarted. The teachers did not explain it so I could understand it better. I was in a selfcontain class, we even ate our lunch in our room. So when we got our last report card I did not even pass they just promoted me, So that they did not have to put up with me. When the next year came, I was put in the fourth grade. It was the same thing except the work was a little harder. Same as in the fifth grade. Then when I was put in the sixth grade. They bussed me to Glens Falls high school for the sixth seventh and eighth grade. I went through the same thing with a difference teacher when I was put in the nineth and tenth grade. Again I was bussed to B.O.C.E.S. in Hudson Falls to finish out my grade years. At this time I still felt like I did not learn and had no confidence in my self. So I quit school.

Carol Hack

Why I need to improve

Why I would Like to improve my Education! Because it will help me and my children with problems. Or with whatever they might need help with in the present or the future. I need help to improve my job because the Laws, rules and regulations are changing every day. I need to improve in math because of the changes in the waight of solids and ounces of Liquid's.

They changed them to Kg., Ml so in my type of work I need to know how many Ml in a pint or gal, how many kg in a pound or ounces. I need to learn how to operate a computer. In the future thing's are changing very fast. Thay are going computer more every day so thay will want us to put our supply's on computer for better records. It will also help me in the supplie room at the navel sea cadet core. I would Like to say thanks to Mr. Hall Margret and Pam for making it all possible for us to get our GED.

George Hack

Experiences At School

When I attended JR. High School I didn't have much confidence in myself.

I never tried to ask my teacher to help me with my work. Like in math, I tried to work it out. In art I always prefer a zero, because I didn't want to go on stage by myself and act.

Now in reading, I enjoyed it. If I didn't pay attention to what was read I wouldn't understand it.

Spelling was more enjoyble. In school there was always competition. People always insult you about the way you dress or if you wore the right type of clothes, and if you didn't do what others did, you were always scolded at.

Then there was fear of going to school, Because the black people were taking over.

Then their was stealing riots in the cafeteria and outside of school. A couple of kids got hurt and the principle was sent to the hospital.

At that time kids were picked up from school, others were taken out of school completly, as I was.

Now as a parent, my children come to me and ask me for help. I do as much as possible, but sometimes it's hard to understand some of the new math. I would have to tell them sorry because It is completly different. My daughter helps while I listen and learn.

It's not ashamed to admit that you don't understand. What is important is that you try to learn more.

There are people out there that can help you.

Frances Ruiz

TAKING THE TIME TO LEARN

For the last two years, my husband Daniel had encouraged me to go back to school and get my G.E.D. I am a working mother of four. I never had time or made time to get the education I needed. About three months ago. John Hall ask me if someday I would like to get my G.E.D. and I agreed. In May of 1992, the Workforce Instructional Network (WIN) was approved with the help of Mr. Hall.

WIN is a educational program for working adults. The program has reading and spelling improvement lessons. It prepares the students for thier G.E.D. test. Students have the opportunity to use the computer. The course is taught by an instructor from S.W.T. I attend the class Tuesday and Thursday from 3:30 pm till 5:30 pm at Jack C. Hays High school campus.

I would like to thank Mr. Hall and the school district for giving me the educational opprtunity. The instructor and other students have been very helpful. I realized now if an individual makes time there is time. The time to (WIN).

Sincerely

Brenda Saucedo

THE BEST AND WORST TIMES

The best times, are now because of higher pay rates and better jobs. The economic is alot better now because there are jobs out there with better pay. It's just having the people looking for the work.

There's more and more people and more factories. Factories hire the people with higher education and with more experience. Experience with computer and machinery.

The best times were when we had to go out there and find work on the fields and plant corn.

The worst times began when computers and machinery move in. There's more jobs asking for experience with computers.

On the fields you must know how to run machinery more and more, machinery are taking away jobs, as well as computers.

As computers move in more and more people are out of jobs. No more filing, just look-it-up on the computers. I fill that more jobs are to come. Let's be parare to work on all kinds of machinery.

The worst times come from computer and machinery moving in.

Brenda Saucedo

Second Chance To Win

Second Chance To Win

Loraine Burleson
Berta Crayton
Angie De La Rosa
Juanita Garza
Maria Godina
Maria Gonzales
Georgia Hamilton
Maria Hernandez
Melonee Horton-Gordon
Mary Ann Mendez
Mary Pardo
Linda Parra
Berhane Tewelde

BEST COPY AVAILABLE

Dedication

To the WIN staff members, Jonathan Engel , Pam McBride , Margaret Johnson, and Erma Thomas. . To our Managers , to all our supervisors and Verneda. Harris, S. W. T. physical plant training coordinator.

To all hard working people who are striving everyday to get a head in life.

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Introduction

The Workforce Instructional Network (WIN) is funded through a grant from the U. S. Department of Education. Its goal is to improve the quality for its work force by providing them the skills they need. The program is freeand you get three hours a week off from your job to attend the classes.

The day I read about the program in the Daily Star I was very excited and decided to participate. Like most people in the Clerical Skills class, I have been waiting for such training to start.

Students in this class have variety of reasons for selecting this particular training. Some of them want to learn about computer operation. Some like to learn how to type. Also many of the students want to be able to write a memo, write a report and some want to learn the skills of good writing.

In class we are learning computer operations, through the Typing Tutor we are learning how to type and practice all kinds of skills. Everybody is learning something by participating in the project process.

The project is divided into small groups. One group is producing a resume writing steps. The second group is interviewing several secretaries to find out and learn what they do, their duties and responsibilities, working condition and working hours and they are asking how much the job pays. The Third group is working on how to dress, talk, answer questions and prepare for a job interview. The last group is writing about the project process.

The project has several benefits. Since everybody is involved in the project from the beginning to the end, some get to do little research, some interview and learn a valuable skill by doing that, almost everybody uses the computer to file, to store and print material towards the project. The most important benefit of the project is the introduction we are getting to the world of computer and we are gaining a special skill.

In the changing market place, the trend is you have to be equipped with some computer skills if you want to survive the job market . We think WIN is providing us with the neccessary skill to meet the demand .

We would like to extend our thanks to Pam McBride and her assistant Erma Thomas.

The historical development of the modern computer

Different kinds of computers, they are all have similarities, but they are different names and uses I>B>M>, Apple and Macintosh.

Body:

Part One: Brief overview of computers

Part Two: Introduction Computer

Part Three: Automatic Computer

Part Four : Early American Computer

1st computer company is IBM, which specializes in making computers for scientists; these computers talk in codes; they are very popular with big business.

2nd computer company is Apple which make more educational type computers for teachers.

Macintosh is menu driven; it has windows, menus, and pictures

Introduction

What is a "computer" and how did it originate? In the 1930's a computer was a person who operated mechanical and electromechanical office equipment. The equipment typically consisted on hand-cranked adding machines, key punch machines, punched card tabulating machines, etc. Today's definition of "computer" does not refer to a person but instead to an electronic machine that incorporates concepts developed within the last fifty years as well as centuries ago. It took many preceding attempts at

machine-aided computing, beginning with devices such as the abacus more than five thousand years ago, to ultimately derive the standard of todays computer. Specifically, a computer is a machine that has a stored program capability, is made up of four distinct logical components, and processes information electronically in a binary form , see Illustration on next page. Early type of computer because it

was not able to internally store the programs and was decimal rather than binary. However it did have four logical components of a modern computer. It was designed primarily in the 1830's.

This is just one of many different kinds of computers and scientists. There is too many to name.

Early American Computers

Computer development projects began in America the same way they did in Great Braitain. America quickiy realized the enormous marketing potential of the modern computer. This realization caused a large amount of capital to be put into the designing and building of more powerful and reliable computers. As a result, American jumped ahead of Great Britain (and the rest of the world) in computer science technology. America still enjoys this lead in most areas of computer science.

TITLE The historical development of modern computer
PUBLISHER 1990
AUTHOR Johnson , Mark C.

Introduction to Word Processors

What is word processing? How does it work and what is it used for. To the world of business and office automation is a whole system that begins with word processing. A word processor is a disk. Word processing is a system or writing or processing words, and electronic wizardry that make life in the office a little easier by capturing keystrokes so that many of them do not have to be repeated. An office automation system merely extends the definition of a word processing system into one that describes the unification of interdependent office tasks. These tasks include office communications, copying, duplicating, and more importantly the processing of data.

Most every one has a need to write letters, memos, and make some kind of report, which would be communicating through word text. The most important step in choosing a word processors is to identify your needs.

There are different kind of word processors. Word processor are small square like disk.

1. Word Perfect
2. Notepad
3. Word Star
4. Microsoft Word
5. Macwrite

THE WORD PROCESSOR

The Word Perfect program offers more common ground than any other processor. Through your network, Word Perfect makes it easier to use the same document on different machine. That's because Word Perfect shares compatible file formats on the different systems.

So once you've transferred a file, you will find that most of your format setting - like columns, margins, bold and underline - remain intact from system to system.

And because the Word Perfect commands and functions are similar from one computer to another, you will feel comfortable using Word Perfect no matter what system you are on. If you need to share your work, use Word Perfect on a Macintosh is a smart decision.

INTERGRAPH MICORSTATION AND AUTOMATION MAPPING

For this procedure the area that have been photographed have been drawn and put into a computer. This methods is called digitizing. The computer draws a picture using rays of light instead of lead and blotter shoots ink onto paper. The digitizing methods can also be put on a disk.

All about word processing software, by the editors of datapro reports on word processing. Delran, NJ ; datapro research corporation. 1984.

Glatzer, H. Introduction to word processing. Berkeley: SYBEX, 1981

Branch, B. personal interview MARCH,1992

Memos

Memos are open documents and are typed just like a regular letter Memo is a short word for memorandum. A memo may be typed on full size sheets or half sheet .Generally the format is simple and has two major parts.

1.The heading consisting of the printed guide words.to form date and subject.

2. The body or message. The use of these headings forms reduces typing time and effort

The main part of a memo is the body. It may be type in block style with no intentions for paragraph it is usually single spaced. With double spacing between paragraphs has one inch side margins. It is also double space when its written as a short memo. It varies with the level of management with subject being discussed. It can be direct where the main
idea is presented first followed by explanation or facts and indirect where
the explanation and facts are given first and main idea is set forth last.

There is no format closing to a memorandum form The writers initials are typed at the end.

The steps of writing a memo are.

1. To whom it going to
2. From who it's coming from
3. Date
4. Subject
5. There is no complimentary close or signature

A memo is set in a computer just like it would be typed on a typewriter.

Steps are as follow.

1. Set margain
2. Set tabs
3. Double space
4. Use an attractive format.

A good example of a memo is as follow.

SOCIAL SERVICES OFFICE

memo:

Date: April 6, 1992

To: Juanita

From: Stewart

Re: Inspections schedule

As you know, I was not in last Friday and therefore did not do the inspections (6) scheduled for that day. I asked Veronica to tell callers that I would do them next Friday at the same time. An updated schedule appears below:

Please schedule inspections beginning at 1:30 in the afternoon just as before (15 minutes each). Also, please schedule them in numerical order beginning with the lowest apt. number. Let me know if you have any questions.

DAY	DATE	UNITS
Fri.	Apr. 10	8 units due in Jan.
Fri.	Apr. 17	7 units due in Feb.
Fri.	Apr. 24	7 units due in March
Wed.	May 6	6 units due in Apr.
Fri.	May 22	7 units due in May

I apologize for any inconvenience this may cause you. Please extend my apologies to any residents that contact you.

Thanks for your help.

--Stewart

Date
To whom it's coming from
The subject.
It also has the right format
To who it's going to

The example of a bad memo, has the date on the wrong place dose not have a subject and it dose not have a correct ending .Examples of these memos are here for you to see.

Webster!s Secretarial Hand book, Second Edition
Publisher- Merriam-Webster Inc.
Arthur- Anna L. Eckersley- Johnson
Copy right- 1983
Page 310, 361, 362.
Typed by Juanita H. Garza

This is an example of a bad memo.

SOCIAL SERVICES OFFICE

memo:

April 23, 1992

To: ALL YOUTH ADVOCATES

From: BECKY GONZALEZ

THE WEEKLY MEETING

We'll be meeting at the Hard Rock Cafe at noon for lunch on Friday. We will be discussing plans for summer vacation. All those not in attendance will have to wash the boss' car. It is definitely not a job that I would wish on anyone.

Thanx-A-Bunch,

Becky

Strategy on How to Write a Successful Business letter.

1. Do you write a business letter the same as you normally talk?

2. How to get your point across or keep your readers attention?

3. How long should a business letter be.
Author L. E. Frailey, 1965.

4. Strategy how to write a business letter.

Research and examples from, How to write Successful Business Letters
Author John P. Riebel, 1971.

Other Eamples: Business letter by Berta Crayton
Letter of Credibility by Melonee Horton-Gordon.

Is writing a business letter the same as you normally talk?
There is no special business language to use when writing business letters. Write the way you would normally talk as if that person was sitting right in front of you, face to face.

There is also language that wouldn't be wise to use. When writing your business letter: For instance never use profanity or threating words in your business letter.

2. Use of word pet: This means words that are used over and over through your letter. Try to use different words with the same meaning. If you are not to sure that you are using the correct meaning of the words correctly, check in your dictionary for the definition of the words. pg 54 Example

Use slang words when there is not any other way to phrase it. pg. 60 Example

Example on Word pets indicate limited vocabulary. "Business Letter language" pg 54

Many writers use the same or words or combination forever because they are in a rut and are too lazy to climb out of it.

For example, you know that flowers have fragrance that cigar have aroma, that perfumes has scent, that gases have odor--but to a person whose vocabulary is small, all of these things might simply smell.

Example on Using slang expression are better than over. p 60 Business Letter Language

"Joe, I am sorry if this report put you on the spot, but we just must have it by Tuesday." It this way, Mr. Graham. I personally OK'd an open shipment of this order, and now with the bill still unpaid, I am out on a limb.

"John there no need of kidding ourselves about your sales record this year. But in the past, you were always a winner. So, why don't you take your hair down and tell me what's wrong?"

How to get your point of view across

All successful business letters have three parts

Beginning: 1 attention 2. Interest Middle 3. Desire 4. Conviction Ending 5. Action

1. Attention: The opening sentence in your business letter must capture your readers attention.

2. Interest: you have to get your readers attention, so that you will have your readers interest in your letter.

3. Desire: Here where you put forth your greatest selling effort. The more desirable you make your sales talk, the more likely you will be able to break though your reader's walls of sales resistance.

4. Conviction: Is not used until you are able to master enough forceful arguments to support your point of view.

5. Action: Should come automatically, and keeps your readers attention, and the ability for them to go on in suspense.

How to get your point of view across and keep your attention.

Other way is By using the five W's When why who where and what

Also try open our letters with a nice greeting like Hello, or you can give a personalize greeting example. Open with Hello Mr. Smith. Then use his name a few times the letter.

last thing to remember to alway stay of the subject.

Example How to get Reader Attention pg 105
tip Five W;s Who, what When, Where Why.

This morning at nine oclock (When), crazed with jealousy (Why), Jon Doe, local dentist (who) returned to his former home at 1010 West Broad Street (Where) and killed his divorced wife with a hatchet (What).

How long should your business letter be?

There is no rules or limitation to how long a business letter shouldn't be. Make sure that your letter tell who, what when, and where or how.

Some business career persons think that a business letter only have to be one page. That is not always true. What if you couldn't write down all of your ideas to support your opinion, or solution to the problem, or reasons for writing your letter. On one page you wouldn't be able to get your point across, because of lack of idea and no solution your problems. Use as many pages as there is needed to support your opinion.

The step to use on business letters.

1. Planning make sure that it is clear in your mind in what you want your letter to say. Before you even start to write. Try to put you self in your reader place.

2. Remember to be warm, friendly straight forward in your letter.

3. use modern everyday conversational language.

4. Tone of your Letter.

5. Remember It Isn't so much what you say as how you say it.

Example: Successful Business p 10-11

Example: "The Tone of your Letter"

Gentlemen:
This will acknowledge receipt of your letter dated July 16, 1951, regarding order #647196. A copy of this letter has been forwarded to John Smith 7 Co., Philadelphia, Pa., for their perusal. Kindly be assured we will abide by the agreement stated in your letter.

Very truly yours,

You see that the writer was stiff, cold, formal, unfriendly, in this letter.

Rewriting vision:

Gentlemen:
Thank you for letter of July 16 about Order #647196. A copy of this letter has been sent to John Smith & Co. in Philadelphia. You may be sure that we'll abide by every point in the agreement mentioned in you letter.

The writer will winning the friendship and confidence of the reader.

Here's a good rule to follow:
Make the tone of every letter you write positive and friendly, and you go a long way toward winning the friendship and confidence of your readers. If you will only put yourself in your reader's place, It would help you get your point view across. Use you-words instead I or We-words

5. Write from reader's point of view (you) rather than from his own (I).

6. most writer use we rather than I.

Steps on how to write a successful business letter.

The first paragraph will be your introductory paragraph. It should tell your readers what your letter is going to be about.. Your opening sentence or paragraph should capture your readers attention.

In your first sentence of your paragraph you should open your sentence.You should first identify yourself. Then tell who you are and why you are writing. If someone told to write,tell who and why.

Body or Middle of your letter

Second paragraph your should identify your letter . Explain that it is a invitation, a a job application or an application credit letter. Then use your straightest opining first, then next strongest opining on to your wrickist a opining to support your reason for writing. Use enough forceful argument suppor your point of view.

Now the end or your conslusion will be the last paragraph. It must be clear to your readers by using, who, when, what, what, where and why or how. It give you one last chance to get your opining across to your readers. Finally you revise or reread to check each for spelling grammar punctuation.

Rt 1 Box 205 Quailrun
Maxwell, Texas 78656
March 19, 1992

Mr. Jim Lowell
Lowell's Muffler shop
6034 North Clark Street
Louisville Jy 40201

Dear Mr. Lowell

Hello, My name is Berta Crayton, I saw your add in the newspaper about the muffler sale. So I went to your Lowell's Muffler shop on First street. where I met your employee named David, I told David about my broken muffler.. David assured me the he could replace my muffler in a hour. I also told David that I had an appointment with my doctor in hour and half. He said no problem my car would be ready. But an hour pass and he still hadn't even started on it. I told David, that I had to leave. He tried to talk me into leaving my car but I could not. And I explain to David that I need to use my car to get to my appoint. David got very rude with me. So I took my car to McDouglas Muffler down the street.

Mr. McDouglas Employ Jim assure me that my car would be ready in hour and it was ready in hour. he was very nice. Jim told me if I had any problem to stop by and ask for Jim.

Sincerely

Berta Crayton

Lowell's Muffler shop
6034 North Clark Street
Louisville Ky 40201

Mrs. Berta Crayton
Rt 1 Box 205 Quailrun
Maxwell, Texas 78656

Dear Mrs. Crayton:

I was sorry to hear that one of my employees would be rude and were not able to estimate his time more wise, after a few weeks on the job train. So I suggested that David take more training on how customers are suppose to treat other customer and how to estimate more wisely. I hope this will assure you to give the Lowell's muffler shop another chance to server. Feel free to let me know how I can be of service to you anytime.

THE HOUSTON POST COMPANY
Inter-Office Correspondence
September 20, 1983

TO: Melonee Horton
SUBJECT: Memo of Record

I want to express my sincere appreciation and gratitude to you for your extra effort to be at work on Monday, 9/19/83. The rain and flooded streets caused many problems for all, but due to your diligent effort the Customer Service department was open and available to receive our subscriber phone calls. Your job performance on an extremely busy and hectic day is appreciated by all.

Thank you,

Michael Koen
Customer Service Manager/Circulation

MK:tg

cc: Gerald Doty
Jack Whitaker
File

THE HOUSTON POST COMPANY
Inter-Office Correspondence
November 7, 1983

TO: Melonee Horton
SUBJECT: Memo of Record

This letter acknowledges that Melonee Horton was not late for work and had perfect attendance during the Month of October 83. Your diligencein being at work each day is greatly appreciated.

Thank you,

Michael Koen
Customer Service Manager/Circulation

MK:tg

cc: File

Handbook of Business letters.
Author L..E Frailey
1948,1965
How To write Successful BusinessLetters
Author John P. Riebrl
1971

Record Keeping "The Spreadsheet"

Ms Works Spreadsheet, What it is for

The spreadsheet application allows you to review, add ,edit or change the contents of cells.

The different kinds of usage of the spreadsheet are to prepare financial summaries, balances checkbooks, calculate mortgage payments, solve equations, estimate product costs, project sales, tracks project expenses, or perform almost any form of mathematical manipulation

My main interest in learning to work with the computer was to work with Microsoft Works Spreadsheet to create a chart.

A chart where I could keep record of employees monthly absences and total it at the of the year.

To Create a Chart

Move the arrow cursor pointer to Hard Drive and click twice.
Choose Other Program click twice.
Choose Works Folder click twice.
Choose Works click twice.
Choose Spreadsheet click twice.

You need to give a name to the title of your Chart
You need to place labels in each cell that you will used.
Label is information fed in the cell.
Cell is the individual element space that marks the insertion of two coordinates in a spreadsheet.

There are four cursors used in the spreadsheet application:

1. The arrow cursor pointer. [the arrow that shows in your screen in the lower right corner.]This cursor is used most frequently. It is seen on the Desktop, in the main menu bar, in the scroll areas, and other places throughout the spreadsheet.

2. The question mark point cursor is used when you have asked for Help from Microsoft Works.

3. The insertion pointer marker cursor is a small vertical bar marks the actual location where the next entered character will be paced in the worksheet cell.

4. The large rectangular cursor pointer highlights the intersection of a row and column. This is your current location within a worksheet. This cursor is the width of column [ten characters] when starting a worksheet from scratch. The last two pointer cursor mark the location where all new entries will occur as is also shown in the formula edit bar.

The insertion pointer marker line cursor at the top of screen edit bar display requires a response from the operation. It is always one character wide.

When you see the blinking insertion pointer marker cursor, whatever character you type is moved to the left of the cursor position to the right along with the cursor. That is, the character that is typed is moved to the left as the cursor is moved to the right along with all other characters.

To edit the contents of a cell:

1. Place the arrow pointer in the cell to be edited and then click the mouse button once. The rectangular cursor will be placed at that cell. That cell's contents is displayed in the edit bar line.

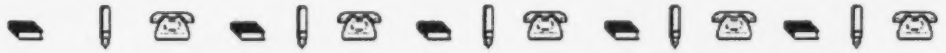
2. Move the arrow pointer marker to the edit bar line. The cursor is immediately changed to the text pointer marker.
3. Click the mouse button once where a change is to be made in the cell contents entry. The insertion pointer marker is placed at that point in the edit bar line. You may now use any of the normal methods to edit the cell entry contents.

4. Click the mouse button in the check mark box when you have finished making changes to the cell contents . This signifies that you are finished editing . The X box cancels the editing operation. You are then ready to continue editing entries in other cells.

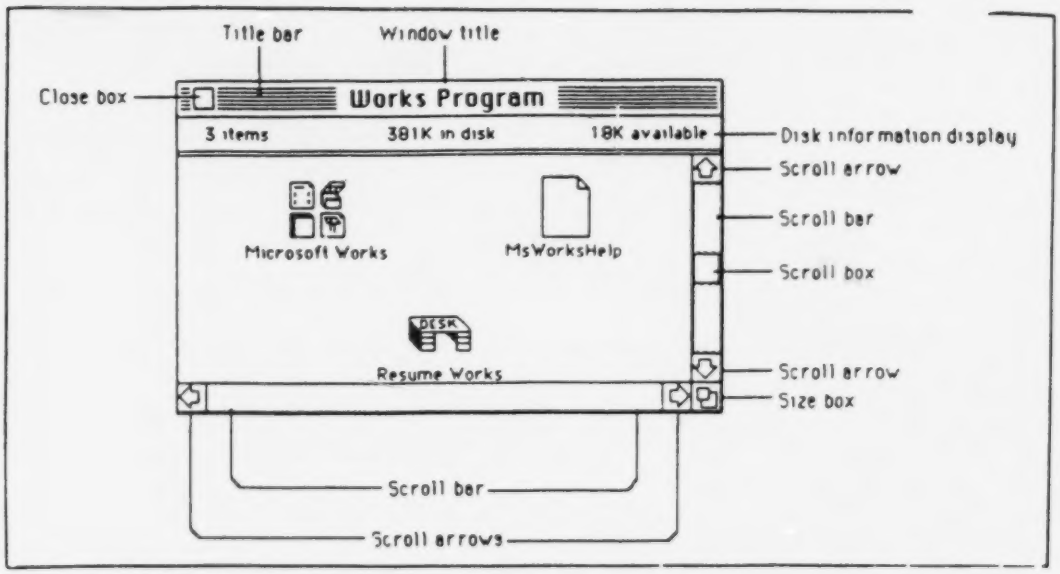
The Spreadsheet

The spreadsheet is the second of Microsoft Works applications. You can use the spreadsheets to prepare financial summaries, balance checkbook, calculate taxes, calculate mortage payments, solve equations estimate product expenses, or perform almost any form of mathematical manipulation. The spreadsheet portion of Microsoft Works perform and contains a very nice set of capabilities.

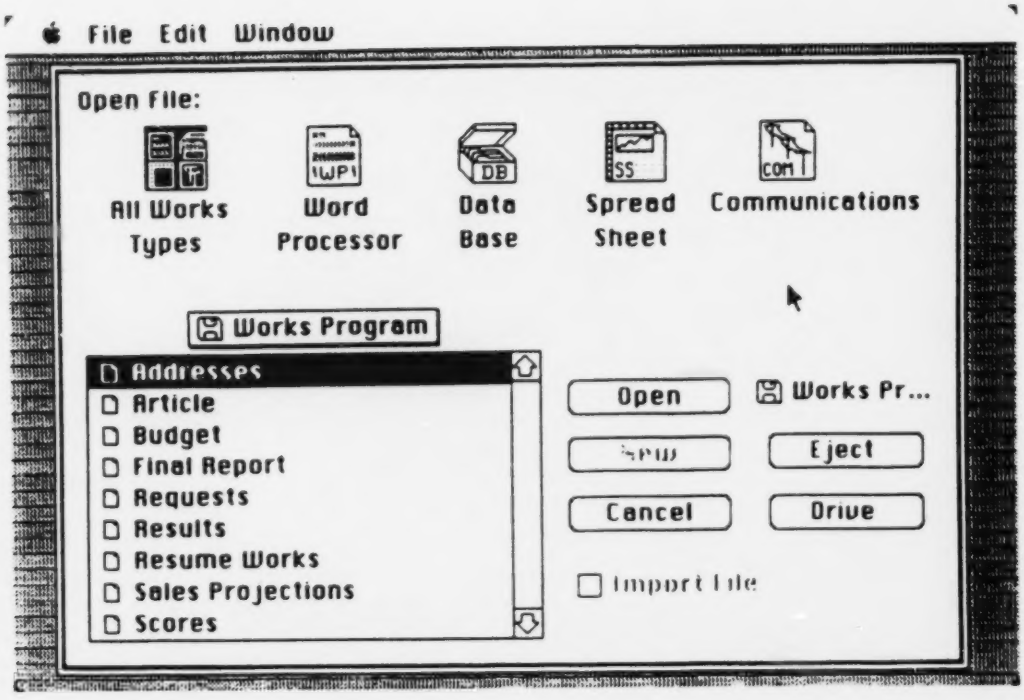
See some illustrations forms of spreadsheets, a chart that I created for my employee's absences. [I learned to create this form while attending WIN classes.]



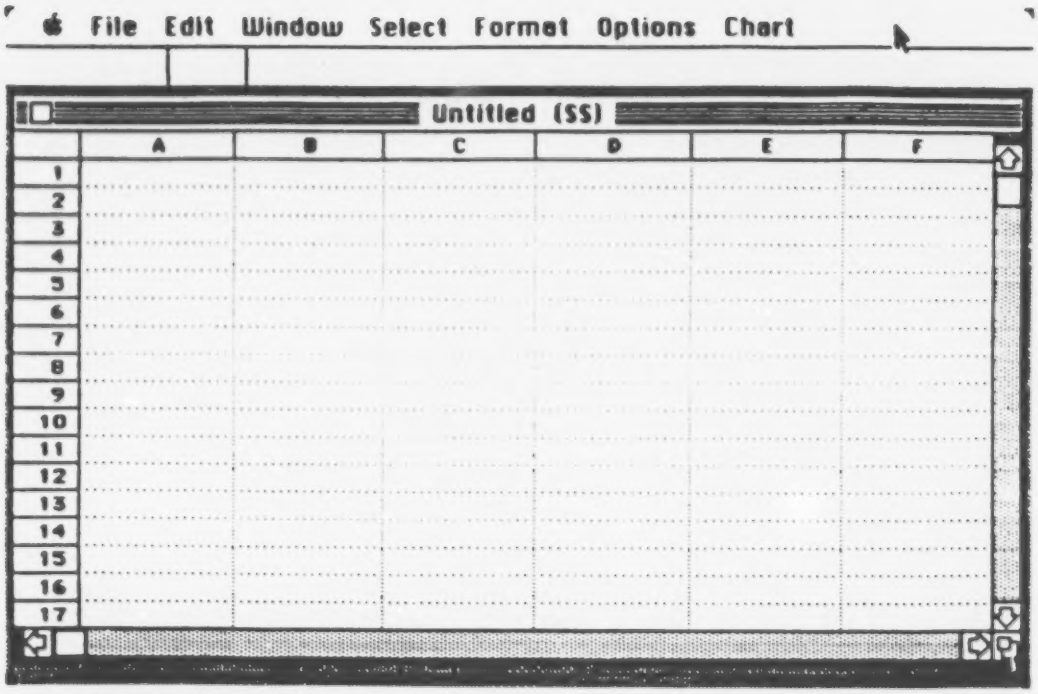
Campbell, J. L.. Working with Microsoft Works. 1st ed.
Blue Ridge Summit, Pa: Tab Books, 1988.



Microsoft Works disk window



The Open dialog box



Single window worksheet.

Name	Jan.	Feb.	Mar.	Apr.	May	Jun.	July	Aug.	Sep.	Oct.	Nov.	Dec.	Vac.	sl.
Balles, Ralph														
Berta, Crayton														
Chavez,Lupe														
DeLaRosa, Angie														
Dorthy, Rainey														
Gonzales, Mary Ann														
Hardaway, Oma														
Herrera, Felix														
Hurtado, Delia														
Martinez, Valentina														
Pastrano, Juan														
Pineda, Santo														
Rodriguez, Albert														
Taylor, Janice														
Tobias, Joe														
Trevino, Dean														
Vargas, Silvia														
Zapata, Arturo														

Electronic Mail

Electronic Mail is also known as E-Mail. This type of computer work is a very convenient way of transporting messages from one person to another. It is almost like using the telephone. At SWT we have what is called the Vax Cluster. It is used for quick references. It has many programs like word processing, programing languages, communications, information, etc. The way this works is that you have to have a code number such as for example; dx20, and whoever you are sending E-Mail to, also has to have the same code number.

But before you do any of this, you need to write a memo to the main base and ask for clearance. Then you get a user name, another words a code number. After that you need a password that only you will know. That way you can log in or out. It is very important to always log out, otherwise your account will stay open. There is one E-Mail that is used just for around a company, for example, the Vax Cluster at SWT. The other one can be used across the country.

Hunter, L. Personal interview at Southwest Texas State University Department of Psychology, April 27, 1992.

Clerical Occupations With use of Computer

1. Salaries for these position
2. requirements for these positions

clerical computer operating personnel perform the job of operating several kinds of equipment; used in the field of data processing , electronic
machines process information and perform high-speed calculations.

The computer operator or console operator puts the programmer's instructions to work on the computer, loading the machine with the correct disk or magnetic tape and monitoring the programs run.

The data entry workers transfer information to forms the computer can read.

Peripheral equipment operators run the machines that work with the computer. The most common peripheral equipment is the printer. Others are disk drives and tape recorders, which the operators load, unload and monitor.

Salaries

Computer or Console Operators Salary average about $18,720 a year.

Data entry Clerks can expect to earn anywhere between $13,000 and $15,000 A year, depending on place of employment job performance and the training of the employee. Experience clerks can earn between $15,500 and $18,000 a year.

Peripheral equipment operators earned about $16,900 a year. Experienced workers earned more than $20,280 a year.
These salaries were given in the early 1990,s they are expected to rise
in the mid1990's, salaries vary depending on place, location, job performance, experience and demand.

requirments

The educational training required for these positions is almost always at least a high-school diploma and in some cases a college degree.

College training may be needed for Computer or Console operators, some people in government positions must have a college education or its equivalent in work experience. Console operators

are sometimes trained in 2 to 6 months or longer. in training classes the fundamentals of programming are also taught.

Data entry Clerks

A high-school or G.E.D. is required and in some cases some college training is desired some on the job training may be given to employees.

Data entry clerks should be able to type and quickly scan source documents before beginning their first job.

The federal government requires operators of peripheral equipment have a high-school diploma unless they have specialized training or previous experience in related work. Business employers also favor hiring the high-school graduate in these positions, peripheral equipment operators may be trained in a period of about two weeks or longer once they are hired on the job. periods of formal training for both console and peripheral equipment operators are usually followed by additional on the job training.

Encyclopedia of Careers and Vocational Guidance Volume 3

Ferguson,J.G

Publishing Company, Chicago,Illinois 1990, Computer and Peripheral Equipment Operators.

Secretarial Duties and Responsibilities

On our interviews with six ladies in the secretarial field was very interesting.We found the duties of secretarial positions varies according to the job title and place of employment.

The names of the ladies, place of employment and job titles were as follows:

1. Gracie Garcia, staff secretary for student affairs at S. W. T.
2. Terri Olmos, office manger for K. S. P. L. Radio Station
3. Beverly Welch , clerk typists for athletic department at S. W. T.
4. Peggy Harmon, secretary for the physical education department at S. W. T.
5. Claudia Trujillo, secretary for Arturo Nava Ins. Agency
6. Eva Luera, staff secretary for Physical Plant at S. W.T

The Similarties we found were as follows.

1. Most of their typing was done on computers, except for premade forms and applications.
2. Answers phones, screen and take message.
3. They all used the copier machine.
4. They all manage their own filing system.
5. Set up appointments and meetings for their bosses

The differences we found were as follows.

1. some were in charge of payroll.
2. ordering supplies for the office.
3. accounts receivable and accounts payable.
4. responsible for incoming and outgoing mail.
5. work log system.
6. handling of student complaints
7. supervision af student workers
8. greeting the public

The following interviews were conducted by: Maria Godina

Gracie Garcia, a Staff Secretary for student affairs at SWT demands alot of typing, handling student complaints and keeping up with time sheets. As oppose to an Office Manager at a local radio station, KSPL. The duties here consist of handling the payroll, accounts receivable, accounts payable and coordinator between a public school and KSPL in a program named Adopt A School. Management of time is very crucial in bothe of these jobs. The Staff Secretary for SWT has to complete all her typing, filing, etc. as soon as possible in order for her not to fall so far behind. Likewise the Office Manager at KSPL has to make a traffic log for informing the disc jockey as to what commercials he will play the following day and how long they should be. Pay scale also varies according to job demand. The first secretary at SWT is paid a salary of $1300 monthly, 40 hour week required. Benefits include personal health insurance paid with 8 hours of sick leave and 8 hours vacation time every month. As compared to the second secretary with a monthly salary of $1100. Including health and life insurance paid for sick time and vacation differ quite a bit as is 6 days out of the year each for sick leave and vacation time.

The following interviews were conducted by: Maria Hernandez

On my interview with two ladies in the secretarial field was interesting. They have some similarities and differences due to the place that they work in. Beverly Welch is the clerk typists at the Athletic department. She works for women's basketball (Coach Sharp) and women's volleyball (Coach Chisum) and their assistants. Her duties and responsibilities are too many to name but the main ones are as follows: Greets the public, answers and screens phone calls. Types massive amounts of recruiting letters and other various documents. Compile and sends out packets to recruits. Manages file system. Directs supervision for student workers. Arranges their work schedules and their evaluations. Her job is very demanding during when the game are in season, and when they prepare for the summer camps. She had a business college degree. She studied on a 12 month secretarial couse and got alot of on the job training throughout the years. The other secretary is Peggy Harmon she works for the Physical Education Department at Jowers Center. She is responsible for getting things done for the Health, Physical Education and Recreation faculty and staff, such as test papers she also stores information for them on disks for later use. Her job is very demanding during the first semester and finals. Peggy only had a High School Education she worked for 10 years for a law enforcement department where she got on the job experience on computers and she did alot of independent studying on typing and she read books on secretarial duties. They both do most of their typing by computer. They only use the typewriter on Premade forms. They both use the block format. Their jobs are both demanding at certain times. They both save most of their work in the computer. They said there is no better training than on the job training learning from other people as you go along. They both dress professional. They have a chance to advance as far as their job title if they choose to , but might mean moving to other departments. For now they are happy where they are.

The following interviews were conducted by: Mary Pardo

Persons I have interviewed are Claudia Trujillo from Arturo Nava Ins Agency and Eva Luera from Physical Plant SWT, Both in San Marcos.

Both have similar duties greeting the public, typing business form, business letters, and memos, Answering the Phone, calator, and useing the copy machine.

Duties include payroll, filing, setting meeting, making app., ordering supplies typing for more than one person and sending out & receiving mail.

Eva uses a dictaphone and Claudia only types what her boss has hand written and uses a typewriter only. Eva has 2 computers.and most of her work in done on them. Both say most of their work was learned on the job but, they have alot of clerical skills. Eva went to a business school and took some courses after she was hired. Claudia is still going to school and has taken lots of classes and plans to take even more.

Training needed when the job was started was mostly typing about 55 word per minute and some filing.

Probation was an average of about 3 mon. Pay is very different. In one person min wage and the other very well paid with good benefits. The well paid has 10 yrs experience and alot more duties and the minimum has lots of work too but is still is High School.

Dress code was professional on both persons and the hours were 8 - 5 and 1 - 5.

Finding A Job

The job market in computer feilds is open enough to accommodate many types of job requirements. It is important for job seekers to have their own requirement and career goals clearly in mind before the job interveiw . Some employers in the data processing area look at specific skills such aswritten and verbal communications, work experience, summer internships and knowledge of the programming languages used in the company very important. This is not to say that grade point average and specific courses are not important also. The point is that most employers care morabout what a person can do for their company than what he or she knows,so in both the resume' and the job interview ,job seekers should focus more on specific skills.

Stair, L.B. Careers in Computers Homewood, Illinois Dow Jones-Irwin Finding A Job 1984.

Why Write a Resume'

A resume' serves to introduce you to the employer and help gain a personal interview. You need a resume because for most advertised management jobs a resume is required before an interview will be granted. Employers require resume because they are executive time-savers. A personal interview takes hour; a resume can be read in a few minutes.

The Nature of the Resume

A resume is a sales presentation of yourself. It should not be a mere detailing of past job experience. It must be alive and interesting and must present your accomplishments to the maxium degree. Make it a portrait in color, rather than a black-and-white photograph. It will favorably differentiate you from other applicants for the position. The reader of your resume should be able to infer from your past achievements your expected contributions in the new position. The resume should be honest do not inflate your abilities beyond your capacity to produce.

There is no standard length. A resume should be as long as it needs to be to present important information concisely and interestingly. Successful resume have been as short as one page and as long as six pages. It is conciseness revenance, and interest that matter.

There are nine resume' deficiencies listed below the most common ones and should be guarded against when writing a resume:

1) A mere listing of the positions you have held, without futher explantation.
2) Failure to state your objective early in the resume.
3) Failure to describe your accomplishments.
4) Stating an objective for which you are unqualified.
5) Omitting a description of your responsibilities in the position held.
6) Wordiness, incorrect spelling and bad grammar'
7) Incomplete vocational history.
8) Omission of vital statistics.
9) Poor physical appearance.

Boswick, B. Resume' Writing. John Wiley & Son Inc. 1985

Synopsis of Resume of:
Melonee Horton-Gordon

805 Conway Drive
San Marcos, TX 78666
(512) 396-6128

Objective

Secretary or Assistant

Experience

1985-Present	Internal Revenue Service, Austin, TX Mail Clerk
1985-Present	Southwest Texas State University Air Condition Mechanic Assistant
1984-1985	Southwest Texas State University Clerk Typist II
Prior	Houston Post, Houston, Texas Began as a Customer Service Representative out of Houston Community College. Overall training in: typing, 10 key, and communication. Assistant to Supervisor.

Education

Booker T. Washington High School, Houston, TX
Houston Community College, Houston, TX

Skills

Typing; filing, CRT computer, 10-key, Adding machine

Personal

Born:	1955; two dependent children; excellent health non-smoker, will relocate.
Hobbies:	Physical fitness, crafts, music.
Affiliations:	Physical Plant Scholarship Committiee (treasurer); church choir; Booster Parent for Football Team

The Application Letter

A letter of application give you the opportunity to make a good first impression. The first impression holds a lot of power in these cases. You can demonstrate you abilities and skills.

When advertised jobs ask for your resume', you can always be sure that you can also enclose your letter of application. It can either accompany your resume' or be sent alone.
There are two different types of letters of application:

1) Solicted - Which is sent in response to a want-ad
2) Unsolicted - Which is when you send your letter on your own. (more of an inquiry)

The letter should never rehash your resume'. This is a sure way of not holding the interviewers attention. You should take this advantage to show your ambition and enthusiasm. You should be trueful but impressive.
Listed are the structures of the letter of application:

1) attracts attention
2) describe qualifications
3) settles any doubts
4) always ask for the interviewer (address your letter to that person).

Janis, J.H. Writing and Communicating in Business . Macmillian Publishing Co. 1978.

805 Conway Drive
San Marcos, Texas 78666

Home Projects
P. O. Box 572282
Houston, Texas 77257-2282

Dear Sir:

I am writing in reference to the advertisement in the Daily University Classifieds. It states positions for a college student to earn money at home. I am employed here at Southwest Texas State University and taking a class here. I am also interesst in making extra money during my spare time. I would like to learn more in detail about this position to see if it is possible that I may qualify.

I am a thirty -six year old black woman with three childrens trying to better myself and make ends meet for my family. I have been employed here at Southwest Texas for 8 years. I am currently working in the Air Condition Shop where I over see all the filters of different sizes for the buildings here on campus. I enjoy working with my hands doing crafts which are sometimes sold to make extra money.

I want to thank you in advance for your time and attention in this I feel a very important matter. Any and all information that you can give me at this point would be greatly appreciate.

Thanks,

Melonee Horton-Gordon

805 Conway Drive
San Marcos, Texas 78666
April 27, 1992

Dana Corporation
C/O Leland Dush
2401 I. H. 35 South
San Marcos, Texas 78666

Dear Mr. Dush:
I am seeking a challenging position in Accounting in the San Marcos area. I am particularly drawn to your firm because it is utility, and utilities must maintain a proper balance between serving the public and protecting their own corporation interests. The challenge of maintaining this balance is strongly appealing to me.

I have studied both Clerical and Accounting skills at Houston Community College from which I obtained a Certificate of Proficiency. I have also taken a course of Introductory of Business Writing and Clerical skills which gave me and introduction to the Macintosh Computer.

Along with my education, I have had job experience which has given me frequent contact with the public. I learned how to handle complaint customers and within a year I was assisting the manager with daily records and contacts to managers.

I hope you will review the attached resume. If a position is not available that I qualify for at this time, I would appreciate your considerstion for future Accounting opportunities.

Thanks,

Melonee Horton-Gordon

SAMPLE-GOOD

Right Answers To Give When Being Interviewed

Right answers to give when being interviewed is very inmpotant . Job search is not a game, it is the most inportant project you will undertake. After you hear me giving this lecture you will surely land that job you have long desired.

When the interviewer asks you about your experience you answer the questions pertaining to the company and its product or service. Give all the details about your experience not just part of it.

" If there is an opportunity to volunteer for experience you need to do it. Or maybe a low paying job to get the experience." says Helen Simms,administrative assistent and editor for the Historical Commission in Austin.

For qualifications state your knowledge of typing, computers, office machines, and foreign language.

Good communication skills help you in getting a job, especially if it is a place where you have alot of public contact.

If you have worked in a place like in sales or even in fast food be sure to mention it. If you have been a leader or president of an organization let your interviewer know .

When asked about new methods in the working place you should answer that if you are not familiar with the new methods you have the ability to learn

What traits do you have? I can get along with people , even with difficult people

When the interviewer asks you what you can do for the company tell him that you can make it run more smoothly with your knowledgable skills and by a desire to accomplish the tasks that are required by you.

When asked about what is your greatest weakness you will probably answer that you are always late or puttiing action until a future time. Instead good answers would be I am inpatient with people whose standards are not as high as mine or not very tolerant of a person who knows how to perform a job and is too lazy to do it or has an "I don't care attitude."

Your interviewer would not turn you down for being sensitive or inpatient with sloppy work. When asked about your greatest strenght a good answer would be I do my best to finish a task that has to be finished by a certain time and make a great effort to accomplish my duties assign to me.

If you are being interviewed for a high standard position like a manager or director where you have several employees under you, let the interviewer know that you have the strategy to be able to keep the best workers which is benificial to the company,. that you make every effort to keep high performance and experienced employees by letting them know that the are valuable people and wil do every thing you can to help them do their job. Have confidence in your employees and listen to their opinions and use them when appropiate. Give your employees a sense of accomplishment, satisfaction, and self esteem or increased status and they will consider their work valuable and will give good performance.

When you go to the interview dress properly and look neat and well combed and try to feel at ease and that way the interviewer will be assured that you are going to feel at ease performing your job and meeting your costumers.

Handling stressful situations in the working place takes needed strategy. Try to find out what the problem is and try to solve it as quickly as possible.But always be calm and listen to what is being said and be concern about the problem.

Practice being interviewed by letting someone interview you and critize you so you can improve on the answers you give when being interviewed.

When you are being hired for a job always be loyal,dependent. outstanding, and perform your job well so your employer will give you a good recommendation if you decide to change jobs or if you want to apply for a higher position.

And last but not least when the interviewer ask you why you should be hired for the job out of quite a number of applicants look at him or her straight in the eyes and tell him that because you are well qualified, well informed, loyal, honest, and dependable and the company needs people like you and by hiring you, you will be very beneficial to the company.

The article written above was written from my own personal experience and by reading newspapers, and from the University Star " The value of a Diploma " by Russell Smyth , " Advice for job Seekers " by Scott Repass and Carol Caughlin and " The Course Resource " Speech Communication by Dr. Cheatham.

Reaching Out in the Business World

BEST COPY AVAILABLE

In Appreciation for your help and support:

Workforce Instructional Network-
Margaret Johnson, Pam McBride, Jon Engel,
Erma Thomas, Lisa Bagwell,
and all of those in the field that
helped make this possible.

ACCESSING OUR JOB MARKET

This is helpful job hunting information. Notes from a lecture given to students of Ms. Johnson's W.I. N. class by Mr,. J. Sanchez,a representative of Texas Employment Commission.

Finding a Job

1. Find a company you would like to work for.
2. Learn all you can about the company.
3. Get an application.

To fill out an application

1. If possible make a xerox copy.
2. An application should be-
   a. Complete
   b. Neat
   c. Legible
   An application represents YOU.

Things you need to include on your application

1. Name
2 Social Security Number
3. Job title- if not working out of home, give a job title to the work you do at home and a wage value for it. Remember that applications of people in the workforce are considered first.
4. Job related skills.
5. Transferable skills.
6. Special skills; self management, qualities of dependability, honesty,adaptability,etc..
7. Reference- Always use professional people . Be sure that your reference knows who you are.

Resume' Is Bait

1. Can be either chronological or functional.
2. Only give one contact--Yourself -to obtain an interview.

Interviews

Interviews are 99% questions.
Be prepared:
a. Know how much you are asking by hour, week, month and year.
b. When asked the amount of salary required, question whether this is a job offer.

Four things that employers look at

1. Dress
2. Speech
3. Writing
4. Actions

He is receiving 72,000 impressions per minute.
Be prepared to express; your enthusiasm, skills and ability.
Express goals for yourself and your family.
Perhaps give a short story of some accomplishment on the job.

Follow up, with call or letter

Ask for the status of your application.
Add any new or additional information; such as,a new reference.
Emphasize your qualities of honesty, etc..
Do- keep a log of where you have applied.
Don't - give unnecessary information.

Networking can include

1. Friends
2. Relatives
3. Acquaintances
4. Professionals

Remember the Hidden Job Market- the 70 to 80% of the jobs are never advertised.

by Wanda Placer

Texas Employment Commission

Texas Employment Commission is a local computerized network of jobs as they are available, both locally and state wide. It can be very helpful in bringing together prospective employers with qualified job hunters.It is a very good first step for many people in learning about the jobs in their area.

Procedure:

1. Fill out the form at the front desk: name and social security number
2. Initial interview with the representative
    a. Fill out the application form
    b. Fill out the form I9. Work Status; residence and nationality
3. Your application will be matched by computer with the jobs available at the time. Your application or file remains open for 60 days. You will be notified by card or printed form of job openings; to set up an interview or to go to an orientation meeting.
4. Areas covered are local; state wide and upon request can be out of state.

Employment Resources

Employment Resources is a community service office. They provide three basic things.

1. G.E.D.education.
2. Upgrading skill
3. Job finding aid

Procedure:

1. Pick up application
2. Fill it out
3. Set up an appointment to verify eligibility, which is determined by income guidelines. Income according to family size ; amount earned in the last six month period. Food stamps recipients are automatically eligible.
4. Bring:
    a. proof of residency in the county;
    b. social security cards
    c. identification card
    d. birth certificate
    e. Take evaluation tests G.A.T.B. and T.A.B.E. to determine grade levels and kinds of work your possibly interested in.
    f. Meet with the resource manager to review the tests and talk about jobs that might be open and might suit you. They will give you other resources if they cannot help you find a job.

by Wanda Placer

Information concerning larger employers in this area

Company: National Oilwell Company
Personnel: Maryanne (353-4200)
How many clerical jobs: 4
How many entry level: I
How many open now: 0
Jobs open per year: 0-1
How filled : Local newspaper
How long to fill: Usually within two week

Personnel: Linda (353-8313)
How many clerical jobs: 4
How many entry level: 2
How many open now: 0
Jobs open per year: 0-1
How filled: Usually from applications
How long to fill: Applications already on file-immediately

Company: Hays County
Personnel: Michelle (392-3669)
How many clerical jobs: 20
How many entry level: Unknown
How many open now: 1
Jobs open per year: 0-1
How filled: Word of mouth, local newspaper. Goes through the county Treasurers office.
How long to fill: Immediately

Company: Southwest Texas State University
Personnel: Jessica (245-2619)
How many clerical jobs: 1083
How many entry level: Unknown
How many open now: 6
Jobs open per year: Unknown- frequent openings
How filled: Applications on file- JOBS HOTLINE 245-2619
How long to fill: 2-3 weeks

REACHING YOUR GOALS

WHAT WILL HOLD YOU BACK?

1. Lack of Purpose
2. Lack of Tools or instruments
3. Lack of Motivation
4. Lack of Time

The amount of time needed to do this properly just not seem to be there

WHAT'S GOING TO PUT YOU AHEAD?

1. Time
2. Motivation
3. Purpose
4. Tools
5. instruments

We all know that we may have to go find other work with very short notice. If you have a choice begin this homework while you are still gainfully and some what happily employed.

WHAT ARE YOU LOOKING FOR?

Career and life planning is useless unless at the end of the process you are very definite about exactly what you want to do at least for the immediate future.

1. To become more aware of your goals in life. What do you want to accomplish before you die? What is your life's mission, as you perceive it.

2. To inventory what skills you presently have things you do well and enjoy.

3. To consider and identify what the futurity of present decisions. Considering where you would like to go, and what you would like to do, what time spans are built into your present decisions (if school seems required how many years before you will finish), and what risks are built into present decisions.

I obtained my information from the book What Color Is Your Parachute
The author is Richard Nelson Bolles.

By Lilia Gomez

You can identify your skills without analyzing your past. Just start with how you feel now. Please circle ten which represent the skills you feel you not only do best, but truly enjoy.

Achieving
Acting
Adapting
Addressing
Administering
Advising
Analyzing
Anticipating
Arbitrating
Arranging
Ascertaining
Assembling
Assessing
Attaining
Auditing
Budgeting
Building
Calculating
Charting
Checking
Classifying
Coaching
Collecting
Communicating
Compiling
Completing
Composing
Computing
Conceptualizing
Conducting
Conserving
Consolidating
Constructing
Controlling
Coordinating
Copying
Counseling
Creating
Deciding
Defining
Delivering
Designing
Detailing
Detecting
Determining
Developing
Devising
Diagnosing
Digging
Directing
Discovering
Dispensing
Displaying
Disproving
Dissecting
Distributing
Diverting

Dramatizing
Drawing
Driving
Editing
Eliminating
Empathizing
Enforcing
Establishing
Estimating
Evaluating
Examining
Expanding
Experimenting
Explaining
Guiding
Handling
(Having
responsibility)
Heading
Helping
Hypothesizing
Identifying
Illustrating
Imagining
Implementing
Improving
Improvising
Increasing
Intuiting
Inventing
Investing
Investigating
Judging
Keeping
Leading
Learning
Lecturing
Lifting
Listening
Logging
Maintaining
Making

Expressing
Extracting
Filing
Financing
Fixing
Following
Formulating
Founding
Gathering
Generating
Getting
Giving

Influencing
Informing
Initiating
Innovating
Inspecting
Inspiring
Installing
Instituting
Instructing
Integrating
Interpreting
Interviewing

Managing
Manipulating

Mediating
Meeting
Memorizing
Mentoring
Modeling
Monitoring
Motivating
Navigating
Negotiating

Observing
Obtaining
Offering
Operating
Ordering
Organizing
Originating
Overseeing
Painting
Perceiving
Performing
Persuading
Photographing
Piloting
Planning
Playing
Predicting
Preparing
Prescribing
Presenting
Printing
(Problem solving)
Processing
Producing
Programming

Projecting
Promoting
Proof-reading
Protecting
Providing
Publicizing
Purchasing
Questioning
Raising
Reading
Realizing
Reasoning
Receiving
Recommending
Reconciling
Recording
Recruiting
Reducing
Referring
Rehabilitating
Relating
Remembering
Rendering
Repairing
Reporting
Representing

Researching
Resolving
Responding
Restoring
Retrieving
Reviewing
Risking
Scheduling
Selecting
Selling

Sensing
Separating
Serving
Setting
Setting-up
Sewing
Shaping
Shaving
Showing
Singing
Sketching
Solving
Sorting
Speaking
Studying

Summarizing
Supervising
Supplying
Symbolizing
Synergyzing
Synthesizing
Systematizing
Taking
Taking Instructions
Talking
Teaching
Team-building
Telling
Tending
Testing/Proving
Training
Transcribing
Translating
Traveling
Treating
Trouble-shooting
Tutoring
Typing
Umpiring
Understanding
Understanding
Undertaking
Unifying
Uniting
Upgrading
Using
Utilizing
Verbalizing

Washing
Weighing
Winning
Working
Writing

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HOW TO GET EXPERIENCE IN THE JOB MARKET

You are probably thinking what is it like to be making money in the job
market place. Or maybe you are already in a job and you are now choosing another job or career. You must first know and find out what the skills and requirements are to get you a good job , and also what steps you must go thru to land you in the clerical field.

First of all we will search out the information that you need to know and the kind of education that is needed. Basically you need a diploma or a G.E.D. and maybe a college degree or work training in some places. These kinds of educational preparations can be offered as far back as High School and many classes are offered in which you can get the skills for the business world.

There are also community colleges which offer people diverse career and educational options. Community college revises, expands and also develops programs to meet with the ever changing employment situations and the student interest.

You can also be offered company training. This is when the company or the corporation offers the employee training to meet specific needs of the growing technology in the workplace. This can be very beneficial because it offers growth in the company or corporation you work for or will be working for.

There are certain requirements that should be met. Several jobs require you have one or two years experience in an office. They also require that you type at least 55wpm and that you file, retrieve papers, answer the phone, have computer knowledge and perform other duties.

Another requirement or skill you will have to aquire is communication.
Having such a skill is a PLUS. Along with communication are the skills of listening and carrying out instructions,whether over the phone or person to person. It is also very important to get along with the people both inside and outside the workplace. You also want to present yourself with some clerical competencies. Such as language and communication skills and management skills, numerical, recordkeeping and understanding concepts and processes.

Your chances with such skills are better and your job placement is higher. But if you lack some or all skills you can work your way up to getting them thru experience in a work environment. Remember that you want to present yourself in a manner that will speak well of you and that will let the employer see that you are qualified for a certain job.

by Anna Waters

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VOLUNTEER AND TEMPORARY WORK

There are many places you can inquire for volunteer work. Many times it's usually a problem of how to get started. When you first get started on a job as a volunteer worker depends on you and the initiative you have in order to get started. You can inquire by either asking or reading in the newspaper for volunteer help. Friends and employers can also help you out by letting you know where and when to apply. In some places you are required to fill out an application just like a regular job application.

There are many places for you to venture out on and get the experience desired. Practically any business will need volunteer work at a particular time.

The volunteer job is actually flexible, because you can do this for as long as you like. There are all types of business opportunities and many are willing to have you as a volunteer first and teach you how to work in their office. And when you have been volunteering for several weeks or months the employer can consider you for more progress and possibly a job.

There is also temporary work which you can get. If you already have any knowledge of a certain job, then this can be helpful in your job search. Many times temporary work also leads to a permanent job placement. To get started on such a task you can take these steps to help you along your way for any kind of work as well as temporary work.

Now, to stay in the job search remember to place or make a direct application at a place of employment. Search in the newspaper under the helpwanted ads. Seek help from private and state employment agencies. Get job referrals by past or present employers. Explore every possibility and never give up on the job search or the experience in the job market.

By Anna Waters

JOB TITLE Clerical Supervisor IV (Texas Rehabilitation Commission)
JOB STATUS Full Time
QUALIFICATIONS Knowledge, Skills , and abilities
EDUCATION REQUIREMENTS High school Education or G.E. D.
SALARIES 1654.OO Monthly
BENEFITS 2 weeks Vacation , sick leave
DRESS CODE Casual
EQUIPMENT USED 10 key, memorey typewriter , word processor xerox machines
SCHEDULE Flex time from 7am to 7pm , 30 minute to 1 hour lunch
TRAVELING Minimal traveling for training and seminars.

JOB TITLE Election Administrator
JOB STATUS Full Time
QUALIFICATIONS Hays county resident, Registered voter , office skills
EDUCATION REQUIREMENTS High School Diploma, College helpfull but not req.
SALARIES 10 to 30 thousand a year Varies from county to county
BENEFITS 2 week vacation, Health Insurance , sick leave
DRESS CODE Professional not casual . Election time jeans are approved.
EQUIPMENT USED P. C personal computers tied to the state . Election processor.
SCHEDULE Monday thru Friday 8am to 5pm. Election Time 7 am to 7pm.
TRAVELING Heavy during election time in county, other times light

GENERAL DESCRIPTION-CLERICAL SUPERVISOR IV

The Clerical Supervisor IV is accountable to and receives minimum supervision from the Operations Unit Supervisor, with wide latitude for exercise of independent judgment. Interprets and applies agency policies and procedures. Is responsible for the section and training of a technical specialists and other clerical staff. Manages a technical specialist and other staff in processing up to four levels of disability claims and appraises their job performance. Conducts staff meetings and counsels employees. Performs office management functions to include coordinating distribution of mail and cases, obtaining supplies, scheduling telephone coverage, equipment management, and preparing statistical reports. Develops forms, word processing documents, case processing procedures, training and resource materials, and instruction manuals as needed. Operates computer terminal, entering and retrieving agency database information. Interacts with agency and social security personnel, claimants/beneficiaries, medical sources, and the general public verbally and /or in writing . Mentors entry level clerical supervisors. Performs confidential secretarial duties for the Operations Clerical Unit Supervisor. Occasional travel may be required. The Operations Clerical Supervisor IV preforms other job duties as may be assigned and require to maintain unit operations.

INTERVIEWING CLERICAL SUPERVISOR

I called Mrs. Marylisa Magana (Clerical Supervisor IV) on March 20, 1992 asking her if she would like to take some time to discuss some things about her job. She was very polite and said it would be a pleasure and what things would I like to know about her job.

While the interviewing went on over the phone she answered the questions to the best of her knowledge. I thanked her for taking time to discuss her position and job environment.

Mrs. Marylisa Magana was happy to be one of the persons to be interviewed it was a nice and a new experience for her. She mentioned to me that nobody has called her up to discuss the work she is doing.

By Leticia Bernal

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JOB TITLE Legal Secretary I
JOB STATUS Full -Time
QUALIFICATIONS Type 40 wpm and use Wordprocesser
EDUCATION REQUIREMENTS High School Diploma and 2 years experience
SALARIES 1458.00 Monthly
BENEFITS Week ends off, Paid Holidays, and Insurance
DRESS CODE Women : Dresses Men : Slacks, Coat and Tie
EQUIPMENT USED Typerwriter, and IBM Computer
SCHEDULE 8-5 Monday -Friday
TRAVELING None

JOB TITLE File Room Clerk
JOB STATUS Full-Time
QUALIFICATIONS Must be 18 years of age, perfer experience
EDUCATION REQUIREMENTS High School Diploma
SALARIES 4.25 per hour
BENEFITS None
DRESS CODE Women: Drerres
EQUIPMENT USED Typerwriter
SCHEDULE 8-5 Monday-Friday
TRAVELING None

JOB TITLE Switichboard Operator

JOB STATUS Part-Time

QUALIFICATIONS Type 40 wpm

EDUCATION REQUIREMENTS High School Diploma

SALARIES 5.00 per hour

BENEFITS None

DRESS CODE Women : Dresses

EQUIPMENT USED A large telephone console

SCHEDULE Friday, Saturday, Sunday

TRAVELING None

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JOB TITLE	Radiographer
JOB STATUS	Full-Time
QUALIFICATIONS	Must be certified
EDUCATION REQUIREMENTS	Two to four years college
SALARIES	21,033. yearly
BENEFITS	Insurance, paid holidays,
DRESS CODE	Uniforms
EQUIPMENT USED	Radiologic Equipment, Radiographic
SCHEDULE	Shifts, 5 days per week
TRAVELING	None

PREPARING FOR A SHADOW DAY

Are you planning a Shadow Day? If so, here are a few helpful tips: First make a list of the different companies you plan to visit. Next start your contacts with the companies by telephone or letter. Explain your purpose for the Shadow Day. Make appointments to interview your contacts.

Your next step is to prepare yourself for the interview. You must be well groomed, polite, and friendly. Be on time just as you would for a job interview. Have in your possession a list of questions you want answered during the interview. After your Shadow Day mail the person you interviewed a thank you card or letter.

MY SHADOW DAY

On my Shadow Day, I interviewed with Kay at Texas Employment Commission and Erma with Central Texas Medical Center.

My Shadow Day with Kay was very exciting. She explained her job as Employment Interviewer to me. Kay's job is to aid people in finding jobs. She advises them on where the jobs are, how to prepare for a job, and make appointments for clients. Kay also explained the qualifications, salaries, and work days of other jobs.

My Shadow Day with Erma. When I arrived Erma was very busy, so I waited in the lounge until she could see me. Once inside her work station she explained her job as a Radiographer. Erma used a large keyboard and screen. This keyboard allows her to take pictures, to list how far apart the pictures are to be, and to type in personal information, name date of birth etc. Professional competence requires that radiographers, apply knowledge of anatomy, physiology, positioning, and radiographic technique in the performance of their duties.

Both Kay and Erma were very friendly and of great help.

By Emma Gaskin

JOB TITLE Planner/Scheduler

JOB STATUS Full-time

QUALIFICATIONS Experience with the type of machines they use

EDUCATION REQUIREMENTS College

SALARIES $30,000 a year

BENEFITS Hoildays - 7 days, vacation - 2 weeks, insurance - medical and dental

DRESS CODE Casual

EQUIPMENT USED Safety glasses , safety shoes, and office machines

SCHEDULE 7:30 A. M. - 4:30 P. M. Monday - Friday. Occasionally on week-ends

TRAVELING None

SHADOW DAY

I called Mr. Boehringer for an interview. He said that he could interview me the following week. I was well prepared. I had my questions and I was properly dressed. I wrote down my information. Mr. Boehringer was very polite and open to my questions. The interview lasted about half an hour, when it was concluded he said he was glad to have helped me. I thanked him for the time he took to speak with me. I thought the interview went well. I was pleased with the information that I had attained.

The daily routine is being responsible for the daily planning and scheduling of major machine tools in a manufacturing environment. The daily routine is also to check the machines on the floor and above to do office work.

The atmosphere is noisy below on the floor and quiet above in the office. The atmosphere is relaxed. Smoking is done only in designed areas. The breaks are whenever and you can talk whenever. The work area is neat. The morale is good.

By Lisa Griffith

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JOB TITLE Administrative Assistant To The Dean

JOB STATUS Full-time - Permanent

QUALIFICATIONS None was specified

EDUCATION REQUIREMENTS None was specified

SALARIES Based on the job. Some salaries are set.

BENEFITS a. off holidays b. paid vacations c. summer hours d. some paid insurance

DRESS CODE There is no specified dress code

EQUIPMENT USED a. macintosh b. 10 key c. typewriter

SCHEDULE a. monday - friday 8-5 during spring and fall b. summer hours are 7-4

TRAVELING There is no required qualifications to travel

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FEATURING: MARY ANN ORTIZ
A DAY IN THE LIFE OF AN ADMINISTRATIVE ASSISTANT TO THE DEAN

On March 24, 1992, I wrote a letter to Dr. John Garrison. In this letter I asked him if it would be possible to come into his office for a shadow day with his secretary. I received his reply via telephone approving my presence on April 9,1992.

I arrived at the J.C. Kellam Building at 8:50 a.m.. I took the elevator up to the eighth floor. There I proceeded to room 820. There I was greeted by Diana. I felt comfortable. I was shown to Ms. Ortiz's office. She was briefly interrupted by a phone call. Then by a worker needing a copy made. During all of this, I noticed that she still displayed a smile.

Ms. Ortiz's job responsibilities are numerous. They include anything from screening Dr. Garrison's calls to handling student complaints.

Ms. Ortiz got this job by simply applying. She did work for the financial aid office. She made me aware of the fact that you go for advancement. They are evaluated annually. The raise system is based on available funds.

The office atmosphere was very friendly. Everyone was eagerly working.

Ms. Ortiz said " Every office is different. Some are laid back and some are very strict." She quickly pointed out that her office is just right. She really enjoys working for Dr. Garrison. She also said that she enjoys all the job responsibilities that are given to her.

In conclusion, while I was there, I had renewed hope about being an office secretary. She also made me aware of the importance of filling out applications properly as well as a good dress code when you are called in for an interview. She also told me about a work study program at SWT. She got me interested in starting college and gave me information for financial aid. I was also taken to the TAPS

test headquarters. There I was given a TAPS booklet and some information on the test itself. This was a very rewarding experience for me. I will send a thank you letter to Dr. Garrison and to Ms. Ortiz for their cooperation.

I have discovered, during this shadow day, that you must go for what you want. You must shoot for the stars and know that you will someday touch one. "If you always do what you have always done, you'll always get what you have always gotten." This quote is known around Wal-Mart.

By Sharon Smith

JOB TITLE	Clerical
JOB STATUS	It is a full time job
QUALIFICATIONS	Spelling Test
EDUCATION REQUIREMENTS	High School Education
SALARIES	
BENEFITS	Retirement one week vacation
DRESS CODE	casual and men wear suit and tie
EQUIPMENT USED	
SCHEDULE	8:00 to 5:00
TRAVELING	

CLERICAL WORKER

Some days are required to dress up nice, other days are casual. It is the same for the men. They work from 8:00 am to 5:00pm Monday thru Friday. The requirements in her department are to file and answer phone calls. The environment is non- smoking but, during there breaks and lunch hours they can smoke in the lobby. You need a high school diploma. The requirement for the job is to take a spelling test. It is a full-time position. Beginning her job she has one week vacation paid and has holidays off and retirement.

by Sylvia Torres

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WE MADE IT!!!!!

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Center for Initiatives in Education
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A Member of the Texas State University System